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Oscar Ahumada Gómez
Data Science & Analytics Professional

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Profile Summary

Versatile and results-driven data science professional with expertise in exploratory data analysis, data visualization, hypothesis testing, logistic regression, and machine learning models, including Naïve Bayes and decision trees.

Proficient in Python, SQL, and Power BI for data analysis, data cleaning, and visualization, with additional skills in deep learning, computer vision, and natural language processing (NLP). Holding a degree in Mathematics and Statistics and certifications from Coursera and Data Science for All by Correlation One, I have successfully completed a **Diploma in Artificial Intelligence and Machine Learning**.

Driven by a passion for problem-solving, continuous learning, and innovation, I thrive in collaborative environments and am committed to delivering data-driven insights that create real impact.

Technical Skills

Languages	Python, R and SQL
Databases	MySQL, MongoDB, SQLite
Analysis Tools	Power BI, Looker Studio, Tableu, Excel.
Exploratory Data Analysis (EDA)	Matplotlib, Seaborn, Plotly, Pandas, NumPy, PySpark.
Machine Learning	TensorFlow, PyTorch, KERAS, Scikit-learn, Statsmodel,
Development and Environment	Jupyter Notebook, PyCharm, VS Code, Git, AWS
Deployment and Monitoring	Docker, Streamlit, FastAPI, Fask, Kubernetes, Django, MLFlow

Soft Skills & Interests

- Problem-solving
- Strong Communication
- Advanced Modeling
- Statistical analytics
- Attention to detail
- Exploratory data analysis
- ETL processing
- Team Leadership
- Cross-functional collaboration
- Presentation Skills
- Critical Thinking
- Adaptability
- Project Management

Experience

Supervisor - Operation Agent Lead
Samsic & Aeromexico Airline
May 2023 – Present
Montreal, QC

- Supervise airline operations encompassing baggage handling, passenger assistance, and gate management for a team of over 5 employees, leading to a notable 40% decrease in customer complaints.
- Implemented standardized procedures to streamline the boarding process, resulting in a significant 25% reduction in boarding time and heightened customer satisfaction scores.
- Executed an efficient and precise passenger check-in process, resulting in a remarkable 40% reduction in wait times and achieving a stellar customer satisfaction rating of 95%.

Data Scientist (Junior)
Quantica BPO
Sept 2020 - Sept 2022
Barranquilla, COL

- Streamlined complaint resolution process using NLP text classification, reducing average resolution time from

72 hours to 12 hours.
- Improved cross-selling effectiveness by 10% using collaborative filtering algorithms to analyze customer behavior and preferences.
- Produced weekly Power BI reports on customer feedback, leading to a 15% increase in satisfaction over 3 months.
- Developed and delivered analytics reports using Pytorch and TensorFlow, demonstrating a 7% revenue uplift from targeted marketing campaigns

Data Analyst (Lead)   Jan 2018 – Jan 2021
Work4solution   Barranquilla, Col

- Implemented automated data validation procedures using Python and SQL to detect and rectify errors, inconsistencies, and missing values in customer interaction logs, ensuring data reliability and integrity.
- Employed Python and R to conduct sophisticated data analysis, revealing actionable insights into customer behavior and service interactions, thereby optimizing operational efficiency and service quality.
- Analyzed SQL databases containing over 6,000 customer records, identifying key behavioral patterns and service preferences that led to a significant 20% increase in customer retention rates through targeted service improvements.

Education

Artificial Intelligence and Machine Learning   **AEC Program**
LaSalle College, Montreal QC

Google Advanced Data Analytics Professional Certificate   **Coursera Course**

Data Science for All   **Ministry of Technology of Colombia Course**
Correlation One / MINTIC Colombia

Mathematics and Statistics   **Bachelor's Degree**
University of Atlántico, Barranquilla, Colombia

Languages

Spanish: Native   **English:** Advanced   **French:** Intermediate

References

Name: Susana Martinez   **Name**: Orlando Rozo
Contact number: 438 3725660   **Contact number:** 514 226 1823
Role: AM Account Manager   **Role:** Business Consultant
Company: Samsic   **Company:** GFL Environmental